ActiveKEY™
User Manual

Supra
A UTC Fire & Security Company

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Intended use Use this product only for the purpose it was designed for. For the latest product information, contact Supra or visit us online at *www.supraekey.com*.

Rules and regulations relating to the use of the service Key Possession. Each keyholder ("Keyholder") is responsible for the key ("Key") issued to him or her.

Current Update. The Key must be updated in order to access keyboxes ("Keyboxes"). The Key cannot be updated unless the Keyholder is in good standing with the organization ("Organization") and UTCFS, is authorized to use the Service, and is in compliance with the obligations for the use of the Service including, without limitation, these rules and regulations.

Equipment Security. It is necessary to maintain the security and the personal identification number ("PIN") of the Key to prevent the use of the Key and the Service by unauthorized persons. Each person in possession of a Key, whether such Key is being actively used or not, shall abide by the following terms and conditions:

To keep the Key in authorized Keyholder's possession or in a safe place at all times;

Not to allow the PIN for the Key to be displayed on or attached to the Key for any purpose whatsoever or to be disclosed to any third party;

Not to lend or otherwise transfer the Key to any other person or entity, or permit any other person or entity to use the Key for any purpose whatsoever, whether or not such other person or entity is authorized to use the Key;

Not to duplicate the Key or allow any other person to do so;

Not to assign, transfer or pledge the Key;

Not to (i) destroy, alter, reproduce, modify, adapt, translate, reverse engineer, de-compile, disassemble or tamper with the Key or knowingly or unknowingly allow anyone else to do so; or (ii) provide or otherwise make available the software or any part or copies thereof to any third party;

To notify your Organization or UTCFS within forty-eight (48) hours if the Key is lost or stolen;

To follow all additional security procedures as specified by your Organization; and

To safeguard the code for each Keybox from all other individuals and entities, whether or not they are authorized users of the service.

Keybox Authorization. Before a Keybox is installed or used on any piece of real property, the prior written authorization to install or use a Keybox must be obtained from the property owner, as well as from any tenant(s) in possession of the property, if applicable. Extreme care shall be used to ensure that all doors to the listed property and the Keybox are locked. All owners and/or tenant(s) of real property shall be informed that the Keybox is not designed to be, or intended as, a security device.

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Preface

This is the *ActiveKEY User Manual*. This document includes an overview of the product and detailed instructions explaining:

- How to charge your ActiveKEY;
- How to manually update your ActiveKEY when compatible cell coverage is not available;
- How to access KeyBoxes;
- How to set the showing notification preferences in your ActiveKEY; and
- How to view showing activity for your listings at SupraWEB.

There is also information describing how to contact technical support if you have questions or concerns.

Read these instructions and all other ActiveKEY documentation entirely before installing or operating this product. The most current versions of this and related documentation may be found on our website at *www.supraekey.com.*

The following conventions are used in this document:

Bold	Menu items and buttons.
Italic	Emphasis of an instruction or point; special terms.
	File names, path names, windows, panes, tabs, fields, variables, and other GUI elements.
	Titles of books and various documents.
Blue italic	Hyperlinks to cross-references, related topics, and URL addresses.
NARROW	Text that displays on the ActiveKEY or computer screen.

Safety terms and symbols

These terms may appear in this manual:

CAUTION: Cautions identify conditions or practices that may result in damage to the equipment or other property.

WARNING: Warnings identify conditions or practices that could result in equipment damage or serious personal injury.

Chapter 1 Introduction

This chapter provides an overview of the Supra KeyBox System and your ActiveKEY.

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Supra system overview

The ActiveKEY is part of the Supra KeyBox system. The components of the system include:

KeyBoxes. Supra KeyBoxes hold the listing keys to your properties. To show a listing, you must access the keys inside the KeyBox placed on the listing.

ActiveKEY. The ActiveKEY allows you to access Supra KeyBoxes and keeps track of the KeyBoxes it has opened.

Supra Network. The Supra network maintains all key and KeyBox data.

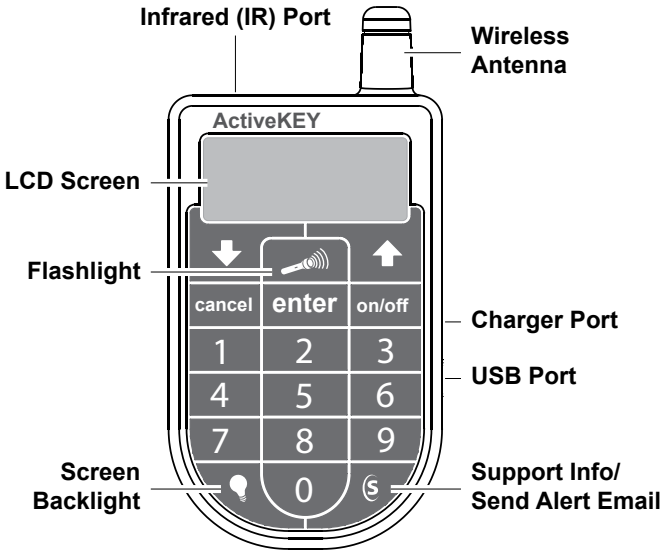
SupraWEB. SupraWEB is the agent website, available at *www.supraekey.com* where you can go to obtain an update code for your key, identify the name of a keyholder by key serial number, manage your iBox or iBox BT inventory, view, email, and schedule activity reports, view and send showing feedback, and manage your bill.

KIMvoice. KIM, the Keybox Information Manager, is the Supra network that maintains the key and keybox data. Automated voice access to KIM is available by calling 888-968-4032.

ActiveKEY overview

Your ActiveKEY *(Figure 1)* allows you to access the infrared Supra iBox or iBox BT. The LCD screen on the front of the ActiveKEY displays menu options, codes, and messages.

Figure 1. ActiveKEY



You can find the key serial number and technical support information on the back of the ActiveKEY.

Navigation

The following table describes the buttons on the ActiveKEY and their uses:

Button	Description
on/off	Turns the ActiveKEY on and off
enter	Selects a menu option; accepts a code
cancel	Exits a menu option or backspaces when entering a code
arrows	Scroll up and down through the menu options
0-9 numbered buttons	Enter codes, such as PIN or shackle code, into the ActiveKEY
	Turns the flashlight on and off. To activate the flashlight, press the **on/off** button to turn on the ActiveKEY, then press the **flashlight** button located between the two arrow keys.
	Turns the backlight on and off to illuminate the LCD screen and entire keypad to see numbers and instructions in low light. To activate the backlight, press the **on/off** button to turn on the ActiveKEY, then press the **light bulb** button to the left of the zero button.
	Press and release the **S** button to display support contact information. Press and hold the Supra logo button for three seconds to send an alert email message. Refer to *"ActiveKEY alert"* on page 6.

Menu options

The following table describes the menu options available on the ActiveKEY:

Menu option	Action
OBTAIN KEY	Access a KeyBox to obtain the listing key.
MLS SECURE TOKENS	Generate a secure MLS login token. This menu option will only display if your Association or MLS subscribes to this optional feature.
DISPLAY KEYBOX SHOWINGS	Display the number of showings you've had at your KeyBoxes.
RELEASE SHACKLE	Release the KeyBox shackle.
CALL BEFORE SHOWING	Enter a Call Before Showing (CBS) code.
READ KEYBOX ACTIVITY	Display the activity information stored in a KeyBox.
MANUALLY INPUT UPDATE	Enter an update code.
VIEW ERROR CODES	View recent error codes for troubleshooting.
CLEAR KEYBOX LISTING DATA	Clear listing information programmed into a KeyBox.
SET IBOX TIMED ACCESS	Program a KeyBox for timed or 24-hour access.
REVIEW MESSAGES	Review messages from your broker, Association, or Supra Security.
PREFERENCES	Set your showing notification frequency and ActiveKEY tone preferences.
VIEW ACTIVEKEY STATUS	Display the ActiveKEY's status, including whether it is enabled, active, and if compatible cell coverage is available.
ABOUT	Display the ActiveKEY's firmware version and manufacture date.

Audio tones

Your ActiveKEY uses several audio tones to communicate with you.

Audio tone	Description
1 beep	A button has been pressed on the ActiveKEY keypad
2 beeps	Code entry complete
3 beeps	Shutting down
4 beeps	Operation complete
Series of beeps	Communicating with a KeyBox
1 long buzz	Error (Refer to *"Error codes"* on page 21 to diagnose the error.)
2 buzzes	Low battery
3 buzzes	Programming error. Call Support to determine if your ActiveKEY needs to be reprogrammed or replaced. (Refer to *"Contacting us"* on page 22.)

Battery charging

Your ActiveKEY has a non-replaceable, rechargeable battery that you can charge using the provided wall charger. When you first receive your ActiveKEY, plug it in using the wall charger overnight to give it a full charge and make sure to recharge it on a regular basis thereafter.

You can also use a vehicle charger. Most vehicles only charge the ActiveKEY while the vehicle ignition is on. If your ActiveKEY is charging, the display will read CHARGING and will show the current battery level in the key.

CAUTION: Use only a Supra recommended wall or vehicle charger. Using a non-approved charger may result in damage to your ActiveKEY.

Connecting your ActiveKEY to your computer with the USB cable will not adequately charge the key. Most computers do not pass enough charge through the USB cable to offset a cellular radio's consumption.

To preserve battery power, the ActiveKEY shuts down after 30 seconds of inactivity.

You can conserve battery power by turning off showing notifications in the ActiveKEY. Refer to *"Showing notifications"* on page 5.

When the battery level is low, the ActiveKEY alerts you by emitting two short buzz tones. To check the battery status, turn on the ActiveKEY. The battery level displays on the screen.

When the ActiveKEY battery is very low, the ActiveKEY displays LOW BATTERY when you turn it on, and it then turns itself off. If the battery is completely drained, the key will not even turn on. You will need to charge the battery in both instances. A full charge takes approximately eight hours.

The Supra system sends you an email when the battery has reached the end of its useful life. This can happen if the key is used for more than six years. The first indication of this situation is usually a battery will not hold a charge for very long. The email reminds you to replace your key.

The ActiveKEY is designed to operate in temperatures between -4° and 131°F (-20° and 55°C). Low- or high-temperature conditions may shorten battery life or cause the ActiveKEY to malfunction.

If the ActiveKEY is below 32°F (0°C) or above 104°F (40°C), the battery will not charge.

WARNING: DO NOT leave an ActiveKEY in hot environments, including a car, because temperatures in parked cars can exceed this range.

For maximum battery life, store your ActiveKEY at room temperature.

If the ActiveKEY reaches a temperature over 131°F (55°C), the key automatically goes into safe mode. If you see the following message on your ActiveKEY: MAXTEMP EXCEEDED SAFE MODE ON, your key has reached a high temperature and cannot be used until it cools down.

Preferences

You can set the preferences in your ActiveKEY for the following:

- Showing notifications
- Audio tones

Showing notifications

Your ActiveKEY can be set to automatically notify you when you've had a showing at your listings between 8 a.m. to 8. p.m (9 a.m. to 9 p.m. daylight saving time).

The ActiveKEY battery drains faster when showing notifications are turned on. If you do not want to be notified when you have a showing, or want to conserve battery power in your ActiveKEY, turn showing notifications off.

To set the showing notification preferences:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the PREFERENCES menu option and press **enter**.
3. Press **1** for NOTIFICATION.
4. The screen (*Figure 2)* shows your options. Press **1** to turn notification on, or **2** to turn notification off.

Figure 2. Showing notification preference screen

5. Press **enter** to accept the changes and exit the menu.

Turning audio tones on and off

You can turn on or off the audio tones in your ActiveKEY. To set the audio tone preferences in your ActiveKEY:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the PREFERENCES menu option and press **enter**.
3. Press **2** for TONE.

4. Press **1** to turn the tones on, or press **2** to turn the tones off.
5. Press **enter** to accept the changes and exit the menu.

ActiveKEY alert

The ActiveKEY Alert feature uses the ActiveKEY's wireless capability to allow you to send a preset email message with just the press of a button. You select up to three contacts and the text of the email message ahead of time.

To enable the ActiveKEY Alert feature:

1. Go to *www.supraekey.com*.
2. Select **Agents-Log on to SupraWEB**.
3. Enter your ActiveKEY serial number and four-digit PIN code and select the name of your Association or MLS from the dropdown list.
4. Click **Login**.
5. Select the **ActiveKEY Alerts** link. The first time you select the link you'll need to accept the terms and conditions and license agreement.
6. Verify your email address.
7. Click the **Enable Service** button.
8. Enter contact information for up to three people.
9. Edit the default message or enter a new message up to 100 characters.
10. Click **Save**.

Once your contacts are set up, a notification is emailed to each of your contacts on the list. The email notification to your contacts includes a link for them to opt out. When a contact opts out, an email is sent to you informing you that one of your contacts has been removed.

To send an Alert message, press and hold the **S** button for three continuous seconds.

The ActiveKEY displays: SENDING ALERT...

Once complete, the ActiveKEY displays ALERT DONE and the backlight on the ActiveKEY flashes to let you know your alert message has been emailed to your contacts.

Chapter 2 Updating

This chapter explains how your ActiveKEY updates automatically and how to manually update your ActiveKEY.

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Using ActiveKEY PC Sync *8*
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Automatic updating

Your ActiveKEY contains a cellular radio that communicates with the Supra network on a regular basis to automatically update your ActiveKEY, send and receive showing notifications, and receive messages.

To stay updated, your ActiveKEY needs to be within compatible cellular range for 10 continuous minutes during any 24-hour period. For more information on compatible cellular range, refer to the *"How do I know if my ActiveKEY is in cell coverage?"* section of Chapter 5, *Support and Troubleshooting*.

To ensure that your ActiveKEY remains updated and to ensure timely transmission of showing data, the radio in your ActiveKEY cannot be turned off. The on/off button controls the display only.

As long as your ActiveKEY is updated, it does not need to be within cellular range to open iBoxes or iBox BTs. Your ActiveKEY does need to be in compatible cellular range to send and receive showing notifications. If you are out of coverage range for more than 24 hours, your ActiveKEY displays the message: KEY IS EXPIRED/UPDATE NOW.

Manual updating

If your ActiveKEY is outside compatible cellular range for more than 24 hours, there are three ways to update your key:

- Connect your ActiveKEY to your PC and use the ActiveKEY PC Sync software to update your ActiveKEY
- Obtain an update code from SupraWEB and enter it into your ActiveKEY
- Obtain an update code from the KIM voice access system and enter it into your ActiveKEY

Computer connection

You can manually activate your ActiveKEY by connecting it to your computer, where it updates using your Internet connection. Before you can connect your key to your computer, you must install the ActiveKEY PC Sync software on your computer.

Installing ActiveKEY PC Sync

You can download the ActiveKEY PC Sync software from the Supra website. To download the software:

1. Go to *www.supraekey.com*.
2. Under Related Links select **Software Downloads**.
3. Select **ActiveKEY PC-Sync Software** and click **Run** when the dialog box opens.

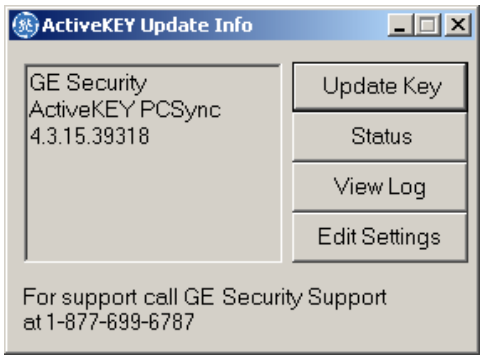
The software is downloaded to your computer and the ActiveKEY PC Sync Setup Wizard opens. Click **Next** and follow the instructions in the installation wizard to install the ActiveKEY PC Sync software onto your computer and connect your ActiveKEY for the first time.

Using ActiveKEY PC Sync

After you have installed the ActiveKEY PC Sync software, you can update your key any time by connecting it to your computer with the provided USB cable.

When you connect your ActiveKEY, the *ActiveKEY Update Info* window opens (*"Figure 3" on page 9*).

Figure 3. ActiveKEY Update Info window



The *ActiveKEY Update Info* window contains the following buttons:

Update Key. Updates your ActiveKEY using your computer's Internet connection.

Status. Displays your ActiveKEY's status.

View Log. Displays a log of your past online updates.

Edit Settings. Lets you configure the ActiveKEY connection settings.

Update code

You can manually update your key by obtaining an update code from the Supra website or voice access system.

Note: The number of manual updates codes you can obtain may be limited. Contact your Association/MLS for more information.

Supra website

To obtain an update code from SupraWEB:

1. Go to *www.supraekey.com*.
2. Select **Agents-Log on to SupraWEB**.
3. Enter your ActiveKEY serial number and four-digit PIN code and select the name of your Association or MLS from the dropdown list.
4. Click **Login**.
5. Select the **Update Code** link under Quick Links. The update code displays.

Automated voice system

To obtain an update code from the automated voice system, do the following:

1. Call 1-888-968-4032.
2. When prompted, enter your ActiveKEY serial number and PIN code, followed by the # sign.
3. KIM reads a list of options. Press **1** on the phone keypad for an update code.

Entering an update code

To enter the update code into your ActiveKEY:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the MANUALLY INPUT UPDATE menu option and press **enter**.
3. Enter the update code using the keypad and press **enter**. Four quick beeps indicate that the operation is successful.

Chapter 3 iBoxes

This chapter explains how to access and manage iBoxes and iBox BTs and gives information on Call Before Showing (CBS) and accessing cooperating keybox systems.

In this chapter:

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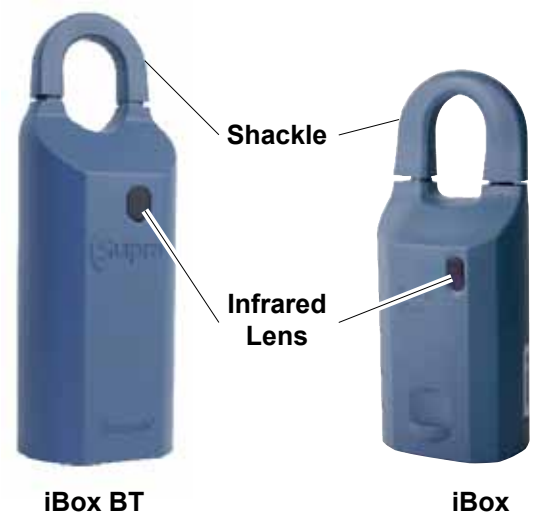
Accessing KeyBoxes

Your ActiveKEY allows you to access the Supra iBox or iBox BT. Your ActiveKEY does not need to be within cellular range to open the iBox or iBox BT, but it does need to be updated. Refer to *"Manual updating"* on page 8 if your ActiveKEY has been outside compatible cellular range for more than 24 hours.

Figure 4. Supra iBox BT and iBox



The ActiveKEY communicates with the iBox or iBox BT using infrared technology. The infrared port on the top of your ActiveKEY transmits information to the infrared lens on the front of the iBox or iBox BT. The distance should be less than a foot between the ActiveKEY and the iBox or iBox BT. Direct sunlight can interfere with infrared communication, so you may need to shade the area between the ActiveKEY and the iBox or iBox BT when you are accessing the key container.

Releasing the key container

To access the key container on an iBox or iBox BT when showing a listing, or placing or removing the listing keys in a KeyBox:

1. Press **on/off** to turn on your ActiveKEY.
2. At the OBTAIN KEY menu option, press **enter**.
3. Enter your four-digit PIN code and press **enter**. Two beeps sound and you have five minutes to access a KeyBox before your ActiveKEY powers down.
4. Point the top of your ActiveKEY at the iBox or iBox BT infrared lens. After a few seconds, the key container unlocks. Press up on the bottom of the key container within 30 seconds to remove it from the iBox or iBox BT. If you do not press up on the container within 30 seconds, it relocks.

A buzz tone sounds if the operation is unsuccessful, and the ActiveKEY displays a message alerting you to the error.

Placing listing keys in the iBox or iBox BT

Use the chain inside the key container to attach the listing keys. The iBox or iBox BT key container holds up to three listing keys. Before closing the key container, verify that all items are well inside and that the front is not bowing or bulging out. If you are a listing agent, always make sure you have a spare set of keys before closing the key container.

CAUTION: Do not place ID tags, key rings, or loose objects in the key container. They can jam the container.

To close the key container, turn it so the compartment holding the keys is facing you. Insert the key container into the bottom of the iBox or iBox BT and push up until it closes.

Showing hours

KeyBoxes can be programmed to allow 24-hour access or timed access for specific hours.
To determine the timed access hours programmed into your KeyBox, contact your Association or MLS.

Showing hours are in standard time. If your area observes daylight saving time, the actual access hours are one hour later than the hours set in the iBox or iBox BT during daylight saving time. For example, if an iBox or iBox BT is programmed for access from 8 a.m. to 9 p.m. Standard Time, during daylight saving time, the actual showing hours are 9 a.m. to 10 p.m.

To activate or deactivate timed access in an iBox or iBox BT:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the SET IBOX TIMED ACCESS menu option and press **enter**.
3. Press **1** to activate timed access hours or **2** to activate 24-hour access.
4. Enter the KeyBox shackle code and press **enter**. You have five minutes to program the KeyBox before your ActiveKEY powers down.
5. Point your ActiveKEY at the infrared lens on the front of the iBox or iBox BT to program the new setting.

Releasing the shackle

Each iBox or iBox BT has a shackle code that releases the shackle for installation or removal at a listing.

To release the shackle on an iBox or iBox BT, do the following:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the RELEASE SHACKLE menu option and press **enter**.
3. Enter the four-digit shackle code for the KeyBox and press **enter**.
4. Point your ActiveKEY at the iBox or iBox BT's infrared lens. After a few seconds, the shackle releases.

The shackle of the iBox BT will remove completely when you release it. The iBox requires an extra step. See the *"Removing the shackle"* section for more details.

The ActiveKEY will ask if you want to assign the KeyBox. If you select yes, you will be sent an email reminder with a link that allows you to assign the KeyBox to a listing.

Removing the shackle

Note: This instruction does not apply to the iBox BT. The shackle of the iBox BT removes completely when you release it.

To remove the shackle of the iBox completely, repeat steps 1 through 4 in the above section while providing upward pressure on the shackle so it can pop out of the iBox.

Call Before Showing (CBS)

Every KeyBox contains a Call Before Showing (CBS) code that your Association or MLS can activate. The CBS code allows the listing agent to control KeyBox access by requiring the showing agent to call for authorization before opening the KeyBox. If the CBS code is active in an iBox or iBox BT, you must enter the CBS code into your ActiveKEY before accessing it.

To enter a CBS code into your ActiveKEY:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the CALL BEFORE SHOWING menu option and press **enter**.
3. Enter the CBS code and press **enter**.

Once you've entered the CBS code for a particular KeyBox into your ActiveKEY, follow the standard procedure for releasing the key container. You can access the KeyBox until the listing agent changes the KeyBox or until you enter a CBS code for a different KeyBox.

Cooperating systems

Your ActiveKEY may be able to access iBoxes or iBox BTs in a neighboring Association/MLS. Check with your Association/MLS to determine if your area has a cooperating agreement.

In order to show listings in a cooperating area, your ActiveKEY must be programmed to access KeyBoxes in that area. Your ActiveKEY may have been manufactured with cooperating areas already programmed into it. If not, you can take your ActiveKEY to your primary Association/MLS or the cooperating Association/MLS to have the cooperating areas programmed into it.

Once your ActiveKEY is programmed for the cooperating system, call the neighboring Association/MLS to have your key activated in their system.

Chapter 4 Showing Activity

This chapter explains how to set up showing activity and the various ways to view showing information.

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Showing activity overview

Each time a Supra key releases the key container in a KeyBox, the showing is recorded in both the key and the KeyBox. The showing is also sent to the Supra database. As a listing agent, there are several ways to see who has shown your listings. You can also get a report of how many properties you've accessed.

There are four ways to view showing activity:

- View showing reports and key activity reports on the Supra website (refer to the *SupraWEB Guide* available at *www.supraekey.com* under *Training Resources* for more information on using SupraWEB)
- Set up SupraWEB to send you an email when you've had a showing (refer to the *SupraWEB Guide* available at *www.supraekey.com* under *Training Resources* for more information on using SupraWEB)
- Read your KeyBoxes to transmit the showing information to your ActiveKEY and view the showings right on your ActiveKEY
- Request a report from the KIM voice system

Reading an iBox or iBox BT

The iBox and iBox BT store showing information for the most recent 100 showings. You can visit the listing and use your ActiveKEY to determine who has recently accessed your keybox. You'll be able to view the agent's name and phone number and the date and time that the property was shown.

To read a KeyBox:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the READ KEYBOX ACTIVITY menu option and press **enter**.
3. Press **2** to select READ KEYBOX.
4. Enter the KeyBox shackle code and press **enter**.
5. Point your ActiveKEY at the infrared lens on the front of the iBox or iBox BT.

The ActiveKEY screen displays the most recent access of the KeyBox, showing the key serial number and the date and time of the access. Press **enter** on your ActiveKEY on a showing record to display the agent's name and phone number. Use the arrow buttons on your ActiveKEY's keypad to scroll through the showing records.

The previous KeyBox read is stored in your ActiveKEY. To view a previous KeyBox read:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the READ KEYBOX ACTIVITY menu option and press **enter**.
3. Press **1** for VIEW LAST READ.

KIM voice report

You can request a showing activity report for a KeyBox through the automated voice system. The KeyBox serial number and shackle code are required when you request the report.

To request an activity report:

1. Call 1-888-968-4032.
2. On your phone keypad, enter your ActiveKEY serial number and PIN code, then press **#**.
3. Select option number **5** from the voice menu.
4. Press **1** for a voice report or **2** for an email report. Follow the instructions to receive the report.

Chapter 5 Support and Troubleshooting

This chapter provides information to help you troubleshoot problems and contact technical support in case you need assistance with your ActiveKEY.

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Troubleshooting tips

The following tips can help you troubleshoot common ActiveKEY issues.

- *I've lost my ActiveKEY.*

  Report lost/stolen ActiveKEYs as soon as possible to your Association/MLS. If you notice it lost or stolen on a weekend, call Technical Support.

- *My ActiveKEY is expired.*

  Your ActiveKEY remains active by connecting wirelessly to a compatible cellular network. If you are out of coverage for more than 24 hours, your ActiveKEY displays the message: KEY IS EXPIRED/UPDATE NOW.

  Refer to *"Manual updating"* on page 8 for instructions on how to manually update your ActiveKEY.

- *The key container won't close.*

  If the key container in a KeyBox appears to be jammed, check to see if the listing keys are blocking the container. If nothing seems to be preventing the container from closing, do not force it. Take the KeyBox to your Association/MLS for assistance.

- *I've lost my code.*

  If you do not remember your PIN or KeyBox shackle code, contact your Association/MLS for assistance.

- *My ActiveKEY is locked up.*

  Insert one end of a paperclip into the reset hole located on the back of the ActiveKEY in the bottom right corner just below the serial number label and apply gentle pressure (*"Figure 5" on page 20*). Do not insert anything with a sharp point as you may damage the ActiveKEY. A successful reset occurs when the key displays GE SECURITY ACTIVEKEY.

WARNING: When performing a reset, insert the paperclip only into the pinhole near the bottom on the back of the ActiveKEY. Do not insert any object into any other opening on the unit. Doing so could result in equipment damage or serious personal injury.

Figure 5. Reset hole

Supra ActiveKEY™
UTC Fire & Security Americas Corporation, Inc.
www.supraekey.com
KIM VOICE 1-888-968-4032
SUPPORT 1-877-699-6787
This device complies with Part 15 of the FCC rules. See User Guide. Certified to comply with Class B limits. This Class B digital apparatus complies with Canadian ICES-003.
Contains Module:
FCC ID: TCZ-1061736
IC: 1175F-1061736
SERIAL NUMBER 8300000
Reset Hole

- *My ActiveKEY shut down for 10 minutes.*

  If you enter 10 incorrect codes within a 10-minute period, your ActiveKEY emits a buzz tone and times out for 10 minutes. At the end of this time period, your ActiveKEY reactivates and is ready for use. To avoid a bad code timeout, verify you have entered the correct PIN or shackle code before repeating the procedure.

- *What do I do if I have a low battery?*

  Make sure you are charging your ActiveKEY on a regular basis with either the wall charger or a car charger. A completely drained battery will take eight hours to fully charge.

- *What do I do if I have a dead battery?*

  If your ActiveKEY does not turn on or make any sounds and does not begin charging when plugged in, it probably has not been charged for an extended period of time. Plug in the ActiveKEY and do a reset with the power plugged in (refer to *"Figure 5"* on page 20), then charge it for eight hours to completely recharge it.

- *My ActiveKEY is stuck searching.*

  If your ActiveKEY is stuck while searching for a KeyBox, press the cancel button. If it is still stuck, press and hold the cancel button for several seconds. If it remains stuck, do a reset (refer to *"Figure 5"* on page 20).

- *How do I know if my ActiveKEY is in cell coverage?*

  To check for the presence of a compatible cell signal in your ActiveKEY, press the on/off button to turn on your ActiveKEY, scroll to VIEW ACTIVEKEY STATUS, and press enter. Scroll down to CELL COVERAGE. It will either say CELL COVERAGE AVAILABLE or NO CELL COVERAGE FOR THIS AREA. The third line indicates the strength of the cell signal. The number following Y ranges from 0 to -999 with 0 indicating a perfect signal and -999 indicating no signal.

- *Why do I get a* CALL TO ENABLE *or* KEY EXPIRED *message?*

  There are several possible reasons for an ActiveKEY to have a CALL TO ENABLE or KEY EXPIRED message. Contact technical support for troubleshooting assistance.

Error codes

Error codes help you identify ActiveKEY or KeyBox problems. Your ActiveKEY stores the five most recent error codes that have occurred.

To view error codes, do the following:

1. Press **on/off** to turn on your ActiveKEY.
2. Scroll to the VIEW ERROR CODES menu option and press **enter**.

The five most recent error codes, the date they occurred and the number of times the error occurred are displayed.

Refer to the following table for a list of common error codes.

Code	Description	Solution
27, 40, 76	Key expired	The key should update itself when cell coverage is available. If update is required immediately, obtain an update code and enter it into the key or perform a PC Sync.
30	Clock Error	The key will contact the Supra network to fix its time. You can also obtain an update code and enter it into the key or perform a PC Sync to fix it.
31	Key unplugged from USB prematurely	Reconnect your ActiveKEY to the USB cable and retry the operation.
35, 36	Low battery in key	Charge your ActiveKEY using the Supra approved wall or car charger.
3F, 7C, 80	Low battery in KeyBox	Notify the owner of the KeyBox. If you are the KeyBox owner, release the shackle and open the key container and return to Supra Security for battery refurbish.
41, 74, 75	Bad code lockout	Wait 10 minutes for the lockout to clear and try the operation again. Make sure you are using the correct PIN and shackle code.
5D, 5E, 5F, 60	Infrared communication failure	Shield the iBox or iBox BT lens from direct sunlight and make sure the key and KeyBox are within 1 meter or closer and try the operation again, pointing the key directly at the lens on the iBox or iBox BT.
71	Incorrect PIN	Verify PIN and try again.
72, 73	Incorrect shackle code	Verify shackle code and try again.
77, B5	CBS code error	An incorrect CBS code was entered. Verify the CBS code and try again.
7A	Access hour restriction	You are attempting to open a KeyBox outside of the access hours programmed into the KeyBox. If it is your KeyBox, you can turn off Timed Access in the KeyBox. Otherwise, return during the access hours.
7D, B0	Invalid update code	Verify the update code and enter again.
B1	Key disabled	Verify you are paid and active. Obtain an update code and enter it or perform a PC Sync.
B2	Cooperating code disabled	Obtain an update code and enter it or perform a PC Sync.

Contacting us

If you need assistance troubleshooting your ActiveKEY, support is available from 5 a.m. to 7 p.m. Pacific Time, seven days a week.

Website	*http://www.supraekey.com*
Email	suprasupport@fs.utc.com
Telephone	877.699.6787
Fax	503.589.8677

Note: Please have your ActiveKEY with you when calling for technical support.

Training library

Another great resource for assistance with your eKEY software is our training library, available to all agents. To access the library:

1. Go to *www.supraekey.com*
2. Scroll down and click the *Training Resources* link.

Training available here is periodically updated so bookmark this page for future reference.